

Docket No.: 00-4064
(PATENT)

005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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JULY 06 2004

In re Application of:
Joshua Bers, et al.

Application No.: 09/845,486

Group Art Unit: 2642

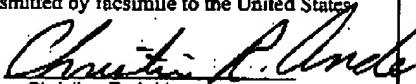
Filed: April 30, 2001

Examiner: Hector A. Agdeppa

For: SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE
AGENTSMail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-14507-9-04
OFFICIAL**CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))**

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9306.

Dated: July 6, 2004

Signature: 
Christian R. Andersen**AMENDMENT PURSUANT TO 37 CFR 1.111**

Dear Sir:

In response to the Office Action dated April 5, 2004 (hereinafter "Office Action"), Applicants respectfully request reconsideration of the claims for allowance in light of the amendments and remarks provided below:

Amendments to the Claims begin on page 2.

Remarks begin on page 9

**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

600 Hidden Ridge Drive
 Irving, Texas 75038
 MailCode HQE03H14
 Phone: 972/718-4800
 Fax: 972/718-3946
 E mail:
 christian.andersen@verizon.com

OFFICIAL

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
 Examiner: H.A. AGDEPPA
 Group Art Unit: 2642 Sr. Paralegal – Intellectual Property

Fax:	703-872-9306	Pages with Cover:	17
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JUL 06 2004

FORMAL SUBMISSION OF:

- 1) Amendment Transmittal; and
- 2) Amendment Pursuant to 37 C.F.R. 1.111.

Title:	SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS
Serial No.	09/845,486
Filing Date:	April 30, 2001
First Named Inventor:	Joshua BERS
Atty. No.	00-4064

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.

Christian R. Andersen
 Christian R. Andersen

Date of Transmission: July 6, 2004

Patent
Attorney's Docket No. 00-4064

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
In re Application of:
Joshua Bers, et al.

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JUL 06 2004

Application No.: 09/845,486

Group Art Unit: 2642

Filed: April 30, 2001

Examiner: Hector A. Agdeppa

For: SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE
AGENTS

OFFICIAL

AMENDMENT/REPLY TRANSMITTAL LETTER

Mail Stop AF
Commissioner For Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Enclosed is a reply for the above-identified patent application.

- A Petition for Extension of Time is also enclosed.
- A Terminal Disclaimer and a check for \$55.00 \$110.00 to cover the requisite Government fee are also enclosed.
- Applicant(s) request continued examination under 37 C.F.R. § 1.114 and enclose the \$385.00 \$770.00 fee due under 37 C.F.R. § 1.17(e).
- Applicant(s) previously submitted _____, on _____, for which continued examination is requested.
- A request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) is also enclosed.

Amendment/Reply Transmittal Letter
 Application Serial No. 09/845,486
 Attorney's Docket No. 00-4064
 Page 2

No additional claim fee is required.
 An additional claim fee is required, and is calculated as shown below:

AMENDED CLAIMS					
	No. of Claims	Highest No. Of Claims Previously Paid For	Extra Claims	Rate	Additional Fee
Total Claims				x \$18.00 =	
Ind. Claims				x \$ 86.00 =	
If Amendment adds multiple dependent claims, add \$280.00					
Total Amendment Fee					
If Small entity status is claimed, subtract 50% of Total Amendment Fee					
TOTAL ADDITIONAL FEE DUE FOR THIS AMENDMENT					

A claim fee in the amount of \$ _____ - is enclosed.
 Charge \$ _____ to Deposit Account no. 07-2347.

To the extent necessary, a petition for an extension of time under 37 C.F.R. § 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 07-2347 and please credit any excess fees to such deposit account.

Amendment/Reply Transmittal Letter
Application Serial No. 09/845,486
Attorney's Docket No. 00-4064
Page 3

The Commissioner is hereby authorized to charge any other appropriate fees that may be required by this paper that are not accounted for above, and to credit any overpayment, to Deposit Account No. 07-2347.

Respectfully submitted,

By: _____


Joel Wall
Reg. No. 25,648

Verizon Corporate Services Group Inc.
600 Hidden Ridge Drive
Mail Code: HQE03H14
Irving, Texas 75038
Customer Number: 32127

Date: July 6, 2004